

Inspection report for Children's Home

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Inspector	Liz Driver
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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The inspection was carried out under the Care Standards Act 2000.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

Service information

Brief description of the service

The setting is one of three homes operated by the same organisation. The home aims to provide a holistic approach to the welfare and development of young people in their care, accommodating six young people on a planned or emergency basis between the ages of 12 to 17 years on admission. All young people living at the home will have emotional or behavioural difficulties. The service benefits from good transport and access to local amenities and services. Six young people were being accommodated at the time of the inspection; none were able to participate in the inspection due to school/college or were missing without authority.

Summary

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

This unannounced interim inspection looked at the progress the setting has made with the one recommendation made at the last inspection. This related to improving the wording of sanctions recorded. The service has addressed this. Staying safe was looked at but being healthy, enjoying and achieving, positive contribution, economic well-being and organisation were not looked at during this inspection.

This service remains outstanding offering young people high levels of safeguarding and protection. Excellent systems are in place for young people to raise concerns or complaints. Staff recruitment is robust ensuring all staff are safe to work with young people. Staff are very well informed of child protection procedures. Management of missing young people is of a high standard.

Improvements since the last inspection

At the last inspection the Registered Manager was asked to consider adding more details in the sanctions log when the term 'grounding' is used. Records now show staff are entering more appropriate text referring to loss of free time instead of grounding.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people's privacy is very well respected and all information is handled confidentially. Information held on each young person is kept securely. Young people have space for private meetings in the house. Room searches are carried out in accordance with the setting's robust procedures. Young people are made aware of the circumstances when room searches may occur.

Young people are given clear details of how to make a complaint should they wish. Young people are made fully aware of how to complain. When issues arise they are dealt with swiftly with young people engaged in dialogue and made a key part of the process. No complaints have been received by Ofsted since the last inspection.

Young people's safety is extensively promoted within the home. Staff display excellent knowledge of child protection through a robust induction programme and ongoing safeguarding training. Staff work hard to keep young people as safe as possible. There are thorough specific risk assessments in place that highlight areas of concern or vulnerability. Detailed records are maintained on any child protection concerns and how they have been pursued and resolved. The home's approach with regards to ensuring that any child protection matters are addressed, is rigorous and involves close liaison with all agencies including the local police.

Suitable information is available to both staff and young people around expectations of behaviour in relation to bullying. The manager and staff create an atmosphere where bullying is known to be unacceptable. The staff team are very aware of group dynamics and relationships and will address issues openly in house meetings as well as in individual sessions.

The home has a clear policy in place for the staff to follow in the event that a young person leaves the home without permission. Staff are fully aware of each young person's vulnerability should they go missing. Individual care plans confirm what course of action will be pursued should young people leave the home without permission. This strategy is also explained to the young people so that they understand what the consequences will be if they go missing. The staff liaise with the police and other appropriate professionals swiftly if there are any incidents of young people absent without permission.

The approach toward behaviour management is outstanding. Young people are assisted by staff to develop socially acceptable behaviour. There is a clear emphasis on encouraging young people to reflect on their behaviours. Each young person has a comprehensive behaviour management plan that is reviewed very regularly. Young people experience a lot of positive verbal praise to underpin good behaviour. Staff have procedures to follow if a physical intervention is indicated, and are suitably trained to practice the agreed organisational method of physical intervention. No physical interventions have been carried out since August 2009. Sanctions given are fair and appropriate to each individual young person. Young people are able to gain

rewards through an incentive scheme with which young people engage positively. Young people are assisted in reparation procedures if appropriate.

The home aim to assist young people to behave appropriately in their own communities. Good links and relationships between staff and support workers in the areas where young people come from, enables excellent communication to exist thus ensuring staff are up to date with issues which affect young people when they spend time on contact visits. For instance a link has been established with an inner city support group aimed at reducing the negative impact of gang culture.

Health and safety matters are addressed to a high standard. Young people and staff experience fire drills and are well informed of the evacuation procedure. Risk assessments for the building and fire procedures are in place to protect young people and are regularly updated. All records relating to health and safety are of a high standard and they are very closely monitored. The fire procedures at the setting were last inspected by an external company in December 2010. The setting's fire risk assessment was last updated in March 2011 and due to be reviewed again in September 2011. The setting has also been awarded an excellent five star rating by the local authority in November 2010 for food hygiene. All gas and electrical servicing is up to date.

The home has a comprehensive recruitment process. No members of staff work with the young people until all the necessary checks and references have been confirmed.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

